

CLAIMS

What is claimed is:

5

1. A method for controlling distribution of caller profiles comprising:

receiving a request at a central server system accessible from a telecommunications network for a caller profile according to an authenticated voice identifier of a caller currently on hold within a call center; and

distributing said caller profile to said call center according to said authenticated voice identifier, such that said call center is enabled to specify output of services to said caller according said caller profile, wherein said caller profile is accessible across a plurality of call centers according to said voice identifier for specifying output of services.

20

2. The method for controlling distribution of caller profiles according to claim 1, further comprising:

receiving an alternate request at said central server system for said caller profile according to said authenticated voice identifier of said caller currently on hold within an alternate call center; and

distributing said caller profile to said alternate call center according to said authenticated voice identifier.

30

3. The method for controlling distribution of caller profiles according to claim 1, further comprising:

5 requiring an authentication of an identifier for said call center with said request before distributing said caller profile to said call center.

10 4. The method for controlling distribution of caller profiles according to claim 1, wherein said caller profile comprises at least one from among personal information, billing information, a selection of preferences while on hold, previous activity while on hold, and previous product purchases.

15 5. The method for controlling distribution of caller profiles according to claim 1, wherein said authenticated voice identifier is authenticated by identifying and verifying a voice sample of said caller.

6. A system for controlling distribution of caller profiles, comprising:

5 a caller profile server communicatively connected to a network accessible by a plurality of call centers;

means for receiving a request at said caller profile server for a caller profile according to an authenticated voice identifier of a caller currently on hold within a particular call center from among said plurality of call centers; and

means for distributing said caller profile to said call center according to said authenticated voice identifier, wherein said caller profile is accessible across a plurality of call centers according to said voice identifier for specifying output of services.

7. The system for controlling distribution of caller profiles according to claim 6, wherein said caller profile server is communicatively connected to a PSTN network via an intranet.

8. The system for controlling distribution of caller profiles according to claim 6, wherein said caller profile server is communicatively connected to an Internet Protocol network accessible to said call center and a PSTN network.

9. The system for controlling distribution of caller profiles according to claim 8, wherein said caller profile server is communicatively accessible to said PSTN network via a plurality of gateways, wherein said plurality of gateways switch both signaling and voice data.

10. The system for controlling distribution of caller profiles according to claim 6, wherein said caller profile server further comprises:

5

means for further authentication of said authenticated voice identifier by said caller profile server prior to release of said caller profile to said call center.

10

11. The system for controlling distribution of caller profiles according to claim 6, wherein said authenticate voice identifier is authenticated by identifying and verifying a voice sample of said caller.

15

12. The system for controlling distribution of caller profiles according to claim 6, wherein said caller profile server further comprises:

20

means for requiring an authentication of an identifier for said call center with said request before distributing said caller profile to said call center.

13. A computer program product for controlling distribution of caller profiles, said computer program product comprising:

a recording medium;

means, recorded on said recording medium, for enabling receipt of a request for a caller profile according to an authenticated voice identifier of a caller currently on hold within a call center; and

means, recorded on said recording medium, for controlling distribution of said caller profile to said call center according to said authenticated voice identifier.

14. The computer program product for controlling distribution of caller profiles according to claim 13, further comprising:

means, recorded on said recording medium, for enabling receipt of an alternate request at said central server system for said caller profile according to said authenticated voice identifier of said caller currently on hold within an alternate call center; and

means, recorded on said recording medium, for controlling distribution of said caller profile to said alternate call center according to said authenticated voice identifier.

15. The computer program product for controlling distribution of caller profiles according to claim 13, further comprising:

means, recorded on said recording medium, for requiring an authentication of an identifier for said call center with said request before distributing said caller profile to said call center.

16. The computer program product for controlling distribution of caller profiles according to claim 13, further comprising:

means, recorded on said recording medium, for enabling receipt of said authenticated voice identifier authenticated by identifying and verifying a voice sample of said caller.

17. A method for controlling distribution of caller profiles to call centers, comprising:

receiving a request at a central server system accessible from a telecommunications network for a caller profile according to an authenticated voice identifier of a caller currently on hold within a call center, wherein said request comprises an identifier for said call center;

determining a subscription status of said call center from among a plurality of call center subscriptions according to said identifier for said call center; and

only distributing a subscribed to portion of said caller profile to said call center according to said subscription status.

18. The method for controlling distribution of caller profiles according to claim 17, wherein said identifier for said call center is at least one from among an authenticated voice identifier, a subscription code identifier, and a line number identifier.

19. A system for controlling distribution of caller profiles to call centers, comprising:

a caller profile server communicatively connected to a network accessible by a plurality of call centers;

means for receiving a request at said caller profile server for a caller profile according to an authenticated voice identifier of a caller currently on hold within a call center, wherein said request comprises an identifier for said call center;

means for determining a subscription status of said call center from among a plurality of call center subscriptions according to said identifier for said call center; and

means for only distributing a subscribed to portion of said caller profile to said call center according to said subscription status.

20. The system for controlling distribution of caller profiles according to claim 19, wherein said identifier for said call center is at least one from among an authenticated voice identifier, a subscription code identifier, and a line number

identifier.

21. A computer program product for controlling distribution of
caller profiles to call centers, said computer program product
5 comprising:

a recording medium;

10 means, recorded on said recording medium, for enabling
receipt of a request for a caller profile according to an
authenticated voice identifier of a caller currently on hold
within a call center, wherein said request comprises an
identifier for said call center;

15 means, recorded on said recording medium, for determining a
subscription status of said call center from among a plurality of
call center subscriptions according to said identifier for said
call center; and

20 means, recorded on said recording medium, for controlling
distribution of only a subscribed to portion of said caller
profile to said call center according to said subscription
status.

22. A method for specifying on hold services comprising:

receiving a call from a caller, wherein an identity of said caller is authenticated by voice authentication;

placing said call in a hold queue;

receiving a caller profile associated with said authenticated identity of said caller; and

specifying services available to said caller according to said caller profile while said received call is on hold in said hold queue.

23. The method for specifying on hold services according to claim 22, further comprising:

requesting said caller profile for said authenticated identity of said caller from a call profile server, wherein said call profile server stores said caller profile according to said identity of said caller for access by a plurality of call centers via a network.

24. The method for specifying on hold services according to claim 22, further comprising:

searching a local caller profile database for said caller profile associated with said authenticated identity of said caller.

25. The method for specifying on hold services according to claim 22, wherein said identity is authenticated by identifying and verifying a voice sample of said caller.

5 26. A system for specifying on hold services comprising:

a call center;

10 means for receiving a call from a caller at said call center, wherein an identity of said caller is authenticated by voice authentication;

15 means for placing said call in a hold queue within said call center;

20 means for receiving a caller profile associated with said authenticated identity of said caller; and

25 means for specifying services available to said caller according to said caller profile while said received call is on hold in said hold queue.

27. The system for specifying on hold services according to claim 26, further comprising:

25

means for requesting said caller profile for said authenticated identity of said caller from a caller profile server, wherein said caller profile server stores said caller profile according to said identity of said caller for access by a plurality of call centers via a network.

30

28. The system for specifying on hold services according to claim 26, further comprising:

means for searching a local caller profile database for said caller profile associated with said authenticated identity of said caller.

29. The system for specifying on hold services according to claim 26, wherein said identity is authenticated by identifying and verifying a voice sample of said caller.

30. A computer program product for specifying on hold services, said computer program product comprising:
a recording medium;

means, recorded on said recording medium, for enabling receipt of a call from a caller, wherein an identity of said caller is authenticated by voice authentication;

means, recorded on said recording medium, for placing said call in a hold queue within said call center;

means, recorded on said recording medium, for enabling receipt of a caller profile associated with said authenticated identity of said caller; and

means, recorded on said recording medium, for specifying services available to said caller according to said caller profile while said received call is on hold in said hold queue.

31. The computer program product for specifying on hold services according to claim 30, further comprising:

means, recorded on said recording medium, for controlling a request for said caller profile according to said authenticated identity of said caller from a caller profile server.

32. The computer program product for specifying on hold services according to claim 30, further comprising:

means, recorded on said recording medium, for enabling a search of a local caller profile database for said caller profile associated with said authenticated identity of said caller.

33. A method for managing a hold queue, comprising:

receiving a call from a caller, wherein an identity of said caller is authenticated;

placing said call in a hold queue;

receiving a caller profile associated with said identity of said caller; and

adjusting a current position of said call in said hold queue according to a previous hold history for said caller specified in said caller profile, such that previous time spent holding by said caller is given value.

34. The method for managing a hold queue according to claim 33, further comprising:

monitoring said call in said hold queue; and

updating an on hold history in said caller profile according to said monitoring of said call in said hold queue.

35. The method for managing a hold queue according to claim 33, wherein adjusting a current position of a caller further comprises:

adjusting said current position of said call in said hold queue according to said previous hold history for said caller, wherein said previous hold history comprises a history of holding within a single hold queue.

36. The method for managing a hold queue according to claim 33, wherein adjusting a current position of a caller further comprises:

adjusting said current position of said call in said hold queue according to said previous hold history for said caller, wherein said previous hold history comprises a history of holding across a plurality of hold queues.

37. The method for managing a hold queue according to claim 33, wherein adjusting a current position of a caller further comprises:

adjusting said current position of said call in said hold

queue for a particular amount of estimated wait time.

38. The method for managing a hold queue according to claim 33, wherein adjusting a current position of a caller further
5 comprises:

adjusting said current position of said call in said hold queue a particular number of positions.

10 39. A system for managing a hold queue, comprising:

a call center;

15 means for receiving a call from a caller at said call center, wherein an identity of said caller is authenticated;

means for placing said call in a hold queue accessible to said call center;

20 means for receiving a caller profile associated with said identity of said caller; and

25 means for adjusting a current position of said call in said hold queue according to a previous hold history for said caller specified in said caller profile, such that previous time spent holding by said caller is given value.

40. The system for managing a hold queue according to claim 39, further comprising:

means for monitoring said call in said hold queue; and

means for updating an on hold history in said caller profile according to said monitoring of said call in said hold queue.

41. The system for managing a hold queue according to claim 39, wherein said means for adjusting a current position of a caller further comprises:

means for adjusting said current position of said call in said hold queue according to said previous hold history for said caller, wherein said previous hold history comprises a history of holding within a single hold queue.

42. The system for managing a hold queue according to claim 39, wherein said means for adjusting a current position of a caller further comprises:

means for adjusting said current position of said call in said hold queue according to said previous hold history for said caller, wherein said previous hold history comprises a history of holding across a plurality of hold queues.

43. The system for managing a hold queue according to claim 39, wherein said means for adjusting a current position of a caller further comprises:

means for adjusting said current position of said call in

said hold queue for a particular amount of estimated wait time.

44. The system for managing a hold queue according to claim 39, wherein said means for adjusting a current position of a caller further comprises:

means for adjusting said current position of said call in said hold queue a particular number of positions.

45. A computer program product for managing a hold queue, said computer program product comprising:

a recording medium;

means, recorded on said recording medium, for enabling receipt of a call from a caller, wherein an identity of said caller is authenticated;

means, recorded on said recording medium, for controlling placement of said call in a hold queue;

means, recorded on said recording medium, for enabling receipt of a caller profile associated with said identity of said caller; and

means, recorded on said recording medium, for controlling adjustment of a current position of said call in said hold queue according to a previous hold history for said caller specified in said caller profile.

46. The computer program product for managing a hold queue according to claim 45, further comprising:

means, recorded on said recording medium, for monitoring
5 said call in said hold queue; and

means, recorded on said recording medium, for updating an on hold history in said caller profile according to said monitoring of said call in said hold queue.

10 47. The computer program product for managing a hold queue according to claim 45, further comprising:

means, recorded on said recording medium, for controlling adjustment of said current position of said call in said hold queue according to said previous hold history for said caller, wherein said previous hold history comprises a history of holding within a single hold queue.

20 48. The computer program product for managing a hold queue according to claim 45, further comprising:

25 means, recorded on said recording medium, for controlling adjustment of said current position of said call in said hold queue according to said previous hold history for said caller, wherein said previous hold history comprises a history of holding across a plurality of hold queues.

49. The computer program product for managing a hold queue according to claim 45, further comprising:

5 means, recorded on said recording medium, for controlling adjustment of said current position of said call in said hold queue for a particular amount of estimated wait time.

50. The computer program product for managing a hold queue according to claim 45, further comprising:

10

means, recorded on said recording medium, for adjusting said current position of said call in said hold queue a particular number of positions.